



DEPARTMENT OF ENERGY

PRINCETON SITE OFFICE

BUSINESS MANAGEMENT PROCEDURE

PROCEDURE 1-10

Information Technology (IT) SUPPORT SERVICES

REVISION 6

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ANNUAL REVIEW	
<u>Reviewer</u>	<u>Date</u>
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INFORMATION TECHNOLOGY (IT) SUPPORT SERVICES

TABLE OF CONTENTS

1.0	PURPOSE	1
	SCOPE	1
	RESPONSIBILITIES AND AUTHORITIES	1
	PROCEDURE	1
	REFERENCE	2

STOP WORK AUTHORITY: When an unsafe or unhealthy condition or an adverse impact to the environment is observed, all PSO staff have full authority to stop work. See PSO Procedure 3-11 for implementation.

INFORMATION TECHNOLOGY (IT) SUPPORT SERVICES

PURPOSE

To focus on the information technology infrastructure to meet the information distribution needs of the Princeton Site Office staff thereby resulting in more efficient use of IT support services.

SCOPE

This procedure will be followed when ordering IT Support Services through the Chicago Office (CH) and managing the hardware and software at the Princeton Site Office (PSO).

RESPONSIBILITIES AND AUTHORITIES

The Business Management Team Leader is responsible for ordering PSO IT resources and for managing and coordinating requests and obtaining IT support services. This individual will:

- Continue to investigate, review and implement new software and hardware products that increase the ease of use, responsiveness and availability of required information.
- Ensure specifications are concurred to by the IT support person where judged appropriate.

Each member of the PSO is responsible to identify, in writing, computer service needs they have which will be staffed by the Business Mgt. Team Leader.

Each member of the PSO is responsible for the care and accountability of the IT property assigned to them.

PROCEDURE

To minimize time expended by staff that supports our IT systems, the Business Management Team Leader will assist the support person by providing information regarding:

Model number and Manufacturer
Software Manufacture and Version

Upon delivery of IT to individual staff members they will also receive the manufacturer's books including hardware and software manuals on each IT item. It is the responsibility of each PSO staff person to retain these books in their office and to ensure that whenever IT property is transferred from their accountability that the manuals also go with the property.

- Ensure the Computer Services Group responsible for computer maintenance at PPPL back up the IT computer systems on a daily basis.
- Follow up on issues relating to backups.

PSO employees are responsible for notifying the Business Management Team Leader of software, hardware and system problems so that appropriate action can be taken by the Administrative Team Leader.

5.0 REFERENCE

- DOE Order 200.1 – Information Management Program